

INMATE/WARD COLLECT CALL BLOCKING INFORMATION SHEET

The California Department of Corrections and Rehabilitation (CDCR) uses the Department of General Services (DGS) Inmate/Ward Telephone (IWTS) Contract that is a statewide contract awarded to MCI. The IWTS Contract provides collect-only telephone services to CDCR facilities. The IWTS equipment is vendor owned, operated, and maintained.

In February 2003 and October 2005 MCI established new billing requirements for inmate/ward collect calls that may result in MCI blocking of inmate/ward collect calls to some family/friends. As long as MCI has a mechanism to bill the called party for the collect call, the calls made by the inmate/ward will not be blocked. Family/friends are not required to switch to MCI as their LEC to receive calls from their loved ones incarcerated at CDCR. .

MCI had advised they have one toll-free number (1-866-770-4896) to direct all questions related to California inmate/ward telephone services (blocking, billing, etc.).

Some telephone numbers may be blocked for one or more reasons not related to MCI blocking. The examples can be shared with inmate/ward family/friends who cannot receive inmate/ward collect calls.

- ❑ Caller ID with the anonymous call rejection (ACR) feature that rejects calls from unlisted or blocked telephone numbers – typically inmate/ward telephone numbers are unlisted/blocked numbers. The caller ID feature can remain; however, the ACR needs to be removed in order to successfully receive calls from CDCR inmates/wards.
- ❑ They have or recently switched to a telephone provider that does not allow collect calls to be received.
- ❑ Unpaid telephone bill with an outstanding balance due – some telephone companies flag these types of accounts and block collect calls from being able to be received until the balance is paid or satisfactory billing arrangements have been made between the called party and telephone company.
- ❑ Someone at or with the telephone number had previously requested not to receive calls from inmates/wards. The family/friend would need to contact MCI to remove the block.
- ❑ Family/friends live in an area where they do not have an option to choose an alternative telephone service provider and their current telephone provider does not have a billing agreement with MCI, then they would need to contact MCI to set up a Direct Remit Account.